



Kentucky's Workforce Tool Kit




THE RESOURCE FOR EMPLOYERS

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Feedback

Please send any comments you may have about this resource guide to: Cassandra Bagley, Office of Workforce Partnerships, Cabinet for Workforce Development, 500 Mero Street, 2nd Floor, Capital Plaza Tower, Frankfort, Kentucky 40601 *or* cassandra.bagley@mail.state.ky.us.

We are particularly interested in such things as:

- Does the guide meet your needs?
- Is it easy to use?
- How would you change it to make it easier to use?
- Are there additional resources that should be included?

We will be updating this guide on a regular basis and encourage you to submit comments.



Cabinet for **Workforce Development**

“Kentucky’s Key to Employment”

Connecting Kentucky to employment,
workforce information, education and training.

Here are some of the key services the cabinet and its agencies offer:

- For job seekers, the Department for Employment Services provides job placement and referral services and conducts work readiness seminars to prepare individuals for the workforce. Employers can recruit workers through Internet job listings. Unemployment insurance benefits help those who are temporarily unemployed.
- For workers who have lost their jobs due to layoffs, plant shutdowns or cutbacks, the Department for Training and ReEmployment administers federally funded programs through local workforce investment areas to help individuals acquire new skills, update current ones and find new jobs. The department also administers programs that provide training and education to adults and youth.
- For Kentuckians with disabilities, the Department of Vocational Rehabilitation and the Department for the Blind offer counseling, job training and placement, assistive technology and other services.
- For high school students, the Department for Technical Education offers hands-on training and education at area technology centers statewide. Area technology centers also provide short-term courses for adults. From elementary school through high school and beyond, School-to-Work, a branch within the department, exposes students who are exploring careers to career choices and actual work experience.
- For the more than 900,000 adult Kentuckians who lack a high school credential, programs funded by the Department for Adult Education and Literacy can help secure a GED. Other services include adult basic education and family literacy programs. The department also helps companies raise the literacy levels of employees through programs conducted at the workplace.
- For those who want to build or revive a career, the local one-stop career center is an excellent place to start. Job seekers can find information and resources necessary to conduct a complete job search. Information about job openings, training and education are available. Employers can access information about job applicants, workforce development assistance, customized training and community resources.

For more information call (502) 564-6606 or see our Web site at www.kycwd.org

Cabinet for Workforce Development
Equal Education and Employment Opportunities
M/F/D

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INTRODUCTION

HOW TO USE THE WORKFORCE TOOL KIT

The Workforce Tool Kit is organized in sections that guide you to services that assist in:

Expanding Your Workforce

This section explains how employers can find and hire qualified workers, even in a tight labor market.

You will learn how to team with state and local service providers to recruit workers who may be getting laid off and match them to your need for skilled workers. In addition, you can access untapped populations that are looking for jobs including youth, older workers, welfare recipients, veterans and persons with disabilities. Labor market information is also readily available at the national, state and local level.

Training Your Workforce

This section shows how various types of training such as on-the-job and apprenticeship training will upgrade your employees' skills to maintain and improve your business's productivity and save you money by training current employees rather than hiring new ones. Available training options are described so you can assist your employees in accessing the training they need.

Restructuring Your Workforce

This section details several strategies and programs that are available to you if your business is experiencing downsizing, restructuring or closings. Information on preventing and managing a layoff or closing is provided, including assistance available to you and your employees so you can access services immediately. Become familiar with the legal requirements during a layoff situation and provide your employees assistance in making the transition to a new job.

Financing Your Workforce

This section provides you with information on using tax credits for hiring job seekers from various target groups and examines other programs to financially assist you and your workforce.

Accessing Workforce Resources

This section explains the America's Workforce Network (AWN) one-stop access points. The AWN Toll-Free Help Line (877-US-2JOBS) and **www.usworkforce.org** will help you find information on employment and training programs that fit your needs and help you locate the One-Stop Career Center nearest you or an individual partner/agency. America's Career Kit and other Web sites give you point-and-click access to an integrated suite of online workforce development tools. The Workforce Glossary also assists you in deciphering the many terms you may encounter in your search for workforce information.

EXPANDING YOUR WORKFORCE

RECRUITING SKILLED EMPLOYEES

Employers are challenged to find qualified, available workers. Kentucky's One-Stop Career Centers and the Cabinet for Workforce Development offer convenient, no-cost resources available in your local community and on the Internet.

ONE-STOP SHOPPING FOR QUALIFIED EMPLOYEES

Your local One-Stop Career Center is the heart of Kentucky's workforce system. This is where workers and employers connect. The centers provide job search and skills training services to workers and recruitment services to employers. One-Stop Career Centers can make the match between workers who need jobs and companies that need employees. Here, you will find applicants who have the qualifications you are looking for.

The One-Stop Career Center can:

- Assist you with locating qualified job applicants.
- Screen and test job seekers to match your needs.
- Provide funding for eligible on-the-job training and customized training needs.
- Provide space for job interviews, and in some areas, schedule interviews via video conferencing.
- Provide you access to detailed labor market information for Kentucky and your local area as well as nationally.

Where to Go for Assistance —



- To find the One-Stop Career Center or an individual partner/agency nearest you, use America's Service Locator at **www.servicelocator.org** or call the AWN Toll-Free Help Line (877-US-2JOBS).
- For more information on services offered by Kentucky's One-Stops, use the Kentucky Department for Training and ReEmployment Web site at **<http://dtr.state.ky.us/one-stop.htm>**.
- Locate your Workforce Investment Area in Table 1 and contact the area director.

GO TO THE INTERNET FOR MORE ONE-STOP SERVICE

Kentucky is a participant in America's Workforce Network, which offers a group of Web sites referred to as "America's Career Kit." The sites include America's Job Bank, one of the most active job search sites on the Web. This service is free.

Through America's Job Bank, **www.ajb.org**, or Kentucky's Job Bank, **www.ajb.org/ky**, you can:

- Post job listings that get national exposure.
- Search over 700,000 active resumes.
- Reach thousands of workers who access the Job Bank daily.
- Link to local One-Stop Career Centers and local Department for Employment Services offices to create interactive, instantaneous job listings.

Where to Go for Assistance —



- Link to Kentucky's Job Bank at **www.ajb.org/ky** or link to **www.ajb.org** directly or go to **www.usworkforce.org** to access America's Job Bank.
- The AWN Toll-Free Help Line (877-US-2JOBS) also has information on America's Job Bank and its services.

TABLE 1
Kentucky Workforce Investment Areas

Barren River Workforce Investment Area

Counties: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalf, Monroe, Simpson, Warren

George E. Leamon
(270) 781-2381
(270) 782-6141 (fax)
george.leamon@bradd.org

Cumberlands Workforce Investment Area

Counties: Adair, Casey, Clinton, Cumberland, Green, Laurel, McCreary, Pulaski, Rockcastle, Russell, Taylor, Wayne, Whitley

Darryl McGaha
(270) 866-4200
(270) 866-2044 (fax)
DarrylL.McGaha@mail.state.ky.us

Green River Workforce Investment Area

Counties: Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster

Sonya Fife-Howard
(270) 926-4433
(270) 684-0714 (fax)
sonyahoward@gradd.com

Greater Louisville Workforce Investment Area

County: Jefferson, Bullitt, Henry, Oldham, Shelby, Spencer, Trimble

Robert A. Huffman
(502) 574-2500
(502) 574-4288 (fax)
rhuffman@louky.org

Purchase/Pennyrile Workforce Investment Area

Counties: Ballard, Caldwell, Calloway, Carlisle, Christian, Crittenden, Fulton, Graves, Hickman, Hopkins, Livingston, Lyon, Marshall, McCracken, Muhlenberg, Todd, Trigg

Sheila Clark
(270) 886-9484
(270) 886-3211 (fax)
Sheila.Clark@mail.state.ky.us

Bluegrass Workforce Investment Area

Counties: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

Susan Craft
(859) 269-8021
(859) 269-7917 (fax)
scraft@bgadd.org

EKCEP Workforce Investment Area

Counties: Bell, Breathitt, Carter, Clay, Elliott, Floyd, Harlan, Jackson, Johnson, Knott, Knox, Lawrence, Lee, Leslie, Letcher, Magoffin, Martin, Menifee, Morgan, Owsley, Perry, Pike, Wolfe

Mable Duke
(606) 436-5751
(606) 436-5755 (fax)
ekcep@mis.net

Lincoln Trail Workforce Investment Area

Counties: Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, Washington

Sherry Johnson
(270) 769-2393
(270) 769-2993 (fax)
Sherry@ltadd.org

Northern Kentucky Workforce Investment Area

Counties: Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton

Barbara Stewart
(859) 283-1885
(859) 283-8178 (fax)
Barbara.Stewart@mail.state.ky.us

TENCO Workforce Investment Area

Counties: Bath, Boyd, Bracken, Fleming, Greenup, Lewis, Mason, Montgomery, Robertson, Rowan

Marlene Duffy
(606) 564-6894
(606) 564-0955 (fax)
Marlene.Duffy@mail.state.ky.us

HIRING WORKERS FROM UNTAPPED SOURCES

The One-Stop Career Center gives you access to workers who have been trained in the skills that are in demand in your local labor market. When you use the One-Stop Career Center, you can find qualified workers, many of whom are available from sources you may not have tapped.

An integral part of the Career Center is the Department for Employment Services (DES). DES is a multi-functional agency that :

- helps individuals prepare for, secure and maintain employment;
- assists employers in locating and selecting the best qualified workers for their job openings; and
- provides income maintenance to ease the financial burden on individuals who are out of work through no fault of their own.

LOCATING, SCREENING AND MATCHING SERVICES

DES offers the employer the largest pool of individuals seeking employment in Kentucky and the ability to recruit workers nationally, if necessary. DES job matching services are provided free of charge to all job seekers legally qualified to work in the United States, with an applicant pool that offers a broad range of skills and all levels of education and training. Many individuals registered for employment with DES already have jobs but are seeking other employment.

UNEMPLOYMENT INSURANCE

The DES Division of Unemployment Insurance (UI) provides short-term financial support to people when they are unemployed through no fault of their own. The employer pays for this support through unemployment taxes. In return, UI helps employers keep valuable trained workers in the area until they can be rehired. Indirectly, every dollar paid in state unemployment tax is used to pay benefits, and those dollars are spent to purchase goods and services and the taxes are recycled back into the local economy.

Other DES programs and services follow. Many are briefly detailed elsewhere in the *Workforce Tool Kit*:

- Labor Market Information
- Work Opportunity Tax Credit
- Welfare to Work Tax Credit
- Unemployment Tax Credit
- Veterans Program
- North American Free Trade Agreement/Trade Adjustment Assistance (NAFTA/TAA)
- Trade Adjustment Assistance (TAA)
- Kentucky Works Program – in conjunction with the Department for Community Based Services
- Foreign Labor Certification
- Migrant Worker Recruitment
- Dislocated Worker Program
- Testing/Assessment
- Enterprise Zone Program
- Account Management
- Customized Services

Where to go for assistance –



- Go to **www.desky.org** or contact the Department for Employment Services at (502) 564-5331, FAX (502) 564-7452

The training and reemployment services that come under the umbrella of the One-Stop Career Centers are developed to prepare workers who previously lacked the skills needed to succeed in today's workplace, espe-

cially high-tech skills. Many of the people who are referred through the centers have considerable work experience. One-Stop Career Centers put you in touch with prepared workers who represent:

- Youth
- Veterans
- Laid-Off Workers
- Persons with Disabilities
- Older Workers
- Ex-Offenders
- Welfare Recipients

YOUTH

America's Workforce Network has several initiatives that provide academic and occupational training for youth and connections to employers with unfilled labor needs. Kentucky's One-Stop Career Centers can connect you to these youth (ages 14-21) through a variety of national and state operated programs.

Job Corps. Job Corps is the nation's largest and most comprehensive residential education and job training program for at-risk youth, ages 16 through 24. Since 1964, the program has provided more than 1.7 million disadvantaged young people with the integrated academic, vocational and social skills training they need to gain independence and get quality, long-term jobs or further their education. Job Corps gives employers people who are highly competent technically and knowledgeable about the workplace.

School-to-Work. Through the School-to-Work initiative, employers in partnership with schools make the workplace an active learning environment. This is based on the proven concept that education works best and is most useful for future careers when students apply what they learn to real life, real work situations. Employer involvement continues to grow in School-to-Work across the country as you are able to reduce costs in recruiting, training and supervising by working with youth that are an available pool of workers that will continue to grow and prepare themselves for the workforce.



Where to Go for Assistance —

- Go to www.state.ky.us/agencies2/stw/index.htm for more information on School-to-Work in Kentucky or contact Dianne Smithers at 1-800-223-5632 or dianneh.smithers@mail.state.ky.us.
- Go to www.jobcorpsworks.org and www.stw.ed.gov for more information on these programs in your community and for contact information of the state coordinator.
- Contact your local One-Stop Career Center to find out more about youth programs.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at www.servicelocator.org.

LAID-OFF WORKERS

One-Stop Career Centers serve laid-off workers by assisting them find new jobs or learn new skills through training to move into a different career. By connecting with your local One-Stop Career Center, you can tap into a qualified source of job applicants that are pre-screened and ready for you to interview. Many of these laid-off workers will have received skills assessments and training opportunities before searching for employment. Because laid-off workers file for unemployment insurance benefits, the Department for Employment Services has the largest available pool of these individuals.



Where to Go for Assistance —

- Contact your local One-Stop Career Center to find out more.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at www.servicelocator.org.

OLDER WORKERS

The One-Stop Career Centers work with older workers by providing direct employment services and referring them for training.



Where to Go for Assistance —

- Contact your local One-Stop Career Center for valuable information on programs for older workers and how employers can hire them.
- From the Department for Employment Services Web site at **www.desky.org**, you may link to DES' new localized Web sites for additional information regarding older workers.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**.

WELFARE RECIPIENTS

Employers who have hired welfare recipients report decisively positive experiences. In a 1998 survey of **Welfare-to-Work Partnership** members, 76% of the respondents said the former welfare recipients they hired were productive employees and almost half reported the same or better retention rates as for employees hired through standard channels. Employers who have hired welfare recipients report the following benefits:

- Access to a larger, more diverse labor pool
- Good, productive workers
- Reduced employee turnover
- Subsidies and tax credits
- Improved human resource policies and morale for all entry-level staff



Where to Go for Assistance —

- Contact your local One-Stop Career Center about Welfare-to-Work.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**.
- Go to the Cabinet for Families and Children Web site **http://cfc.state.ky.us/** for information on the Welfare-to-Work program in Kentucky.

VETERANS

American veterans are yet another source of qualified workforce power. Many of them have been through rigorous military training -- everything from computers to cooking skills. Access to this wide array of skilled workers can be found through local One-Stop Career Centers, the local Department for Employment Services offices, and the UMET (Use your Military Experience and Training) Web site. The UMET Web site offers information and access to:

- Key skills and attributes of transitioning military personnel
- Comparability of military and civilian training
- Recognition of military training and experience
- Military records and transcripts
- Model employer-sponsored programs



Where to Go for Assistance —

- Go to **www.dol.gov/dol/vets/public/programs/umet/main.htm** directly or to **www.usworkforce.org** for more information on how you can access veteran workers.
- Contact your local One-Stop Career Center or a local Department for Employment Services office about hiring veterans.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**.

- You may enter a job order with the Department for Employment Services at **www.desky.org** or link to DES' new localized Web sites for additional information regarding veterans.

PERSONS WITH DISABILITIES

Employers often mistakenly believe that it costs too much to hire workers with disabilities. In fact, most workers with disabilities require no special accommodations and the cost for those who do is minimal. The President's Committee's Job Accommodations Network found that 62 percent of accommodations for workers with disabilities cost \$1,000 or less.

The Kentucky Department of Vocational Rehabilitation works with businesses to place and retain people with disabilities in the workforce. The Department offers:

- Prescreening of applicants based on essential job requirements
- Skill assessment and referral of qualified workers
- On-site job trainer and support services
- Job restructuring/work site adjustment
- Accessibility survey of complete work site
- Assistive technology: devices and specialized equipment to assist in job success
- Follow-up services
- Recruiting
- Affirmative action planning
- Reasonable accommodation support
- Employee assistance and/or advisory program for individuals with disabilities
- Sensitivity training for co-workers

The Department of Vocational Rehabilitation can also assist businesses with the bottom line by maintaining valued workers who have become disabled through work-related injuries, thus minimizing the cost of training new employees.

Business Tax Incentives: If you own or operate a business, you should be aware of two tax incentives for hiring workers with disabilities:

- **Deduction for Removal of Barriers (IRS Code Section 190).** You may deduct expenses for making a facility or vehicle used in your business more accessible to persons with disabilities.
- **Accessibility Credit (IRS Code Section 44).** An eligible small business that pays or incurs expenses for providing access to persons with disabilities is allowed a tax credit.
- **Work Opportunity Tax Credit (WOTC).** A federal income tax credit that encourages private sector employers to hire eight targeted groups of job seekers, one of which is individuals with disabilities. The WOTC can reduce employers' federal tax liability by as much as \$2,400 per "new" hire.



Where to Go for Assistance —

- Contact the Department of Vocational Rehabilitation at 800-372-7172 / 502-564-4440 or TTY 888-420-9874 / 502-564-6742.
- Go to **http://kdvr.state.ky.us** or **www.pcepd.gov** directly, **www.usworkforce.org** or **www.disAbility.gov** for more information on how you can access workers with disabilities.
- Contact your local One-Stop Career Center about hiring persons with disabilities.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**. When you contact these sources, ask about other community resources available to assist in recruiting persons with disabilities.

The Kentucky Department for the Blind works with employers and qualified blind and visually impaired workers to fill and keep jobs in business and industry. Most services are provided at no cost and include job placement, vocational evaluation and training, assistive technology, medical evaluation and assistance, rehabilitation engineering, on-the-job training, job coach, employer awareness training and follow-up services.



Where to go for Assistance---

- Contact the Department for the Blind at 800-321-6668 or 502-564-4754.
- Contact your local One-Stop Career Center about hiring persons with disabilities.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**. When you contact these sources, ask about other community resources available to assist in recruiting persons with disabilities.



UNDERSTANDING THE AMERICANS WITH DISABILITIES ACT (ADA)

The ADA prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation and telecommunications. To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.



Where to Go for Assistance —

- Contact the Office of the Kentucky Americans with Disabilities Act Coordinator, Cabinet for Workforce Development, 500 Mero Street, Capital Plaza Tower, 2nd Floor, Frankfort, KY 40601. Voice: (502) 564-6606; Voice to TDD: 711, Kentucky Relay System; Fax: (502) 564-2316. Web site: <http://ada.state.ky.us>.
- To obtain answers to general and technical questions about the ADA and to order technical assistance materials, contact US Department of Justice ADA Hotline: Voice (800) 514-0301; TTY (800) 514-0383; Web site www.usdoj.gov/crt/ada/adahom1.htm
- For information and assistance on questions related to the ADA and accommodations, contact the Job Accommodation Network (JAN), West Virginia University, PO Box 6080, Morgantown, West Virginia 26506-6080. Accommodation information: Voice/TTY (800) 526-7234. ADA information: Voice/TTY (800) 232-9675. Fax: (304) 293-5407. E-mail: jan@icdi.wvu.edu. Web site: <http://janweb.icdi.wvu.edu>

EX-OFFENDERS

Many ex-offenders are being released back into their communities every year and are seeking jobs and the stability that a job brings. It is probably no surprise, though, that the biggest single factor leading to another incarceration is unemployment.

The **Federal Bonding Program (FBP)** has, over the last 30+ years, enabled thousands of ex-offenders to successfully transition back into the world of work. It is a business insurance policy that protects the employer in case of any loss of money or property for which the employee is responsible. About 40,000 applicants have obtained jobs due to being bonded and 99% have proven to be productive employees.



Where to Go for Assistance —

- Contact your local One-Stop Career Center about the Federal Bonding Program.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**.

UNDERSTANDING YOUR LOCAL LABOR MARKET

Every state offers labor market information, population statistics and economic statistics that provide a profile of the labor markets and local economies in which you do business. Kentucky's Department for Employment Services is the state's lead agency responsible for developing and disseminating labor market information. The Research and Statistics Branch in the Department produces Labor Market Information through cooperative agreements with the United States Bureau of Labor Statistics and the Employment and Training Administration. The Branch disseminates, in addition to labor market information, a wide range of demographic, labor force, economic, social and other related statistics and information. You can periodically renew your understanding of the dynamics of your local labor market by visiting Web sites such as **www.desky.org**, **www.acinet.org/acinet/st_sear.htm**, **www.lmi-net.org/state2.htm** or **www.state.nd.us/jsnd/related3.htm**.



Where to go for assistance—

- The Department for Employment Services, Research and Statistics Branch, can be reached by calling 1-800-542-8840 or (502) 564-7976 or visiting **www.desky.org**.

ACCESSING ECONOMIC AND OCCUPATIONAL INFORMATION

Understanding the overall economic and occupational climate will assist you in planning for your workforce needs. Information, such as industry trends, unemployment rates, occupational employment wages and projections, and the Occupational Outlook Handbook, provides guidance in preparing workforce recruiting plans and human resources programs that will create incentives for workers to stay and grow with your company.

The Cabinet for Workforce Development Web site, **www.kycwd.org**, offers links to the Kentucky Department for Employment Services, **www.desky.org**, and the Bureau of Labor Statistics (BLS), an independent national statistical agency that collects, processes, analyzes and disseminates essential statistical data. The Bureau of Labor Statistics offers a comprehensive Web site (**www.bls.gov**) that you can access to find data and information such as:

- Employment and unemployment statistics
- Prices and living conditions
- Compensation and working conditions
- Productivity and technology
- Employment projections
- International programs



Where to Go for Assistance —

- Go to **www.kycwd.org** or **www.desky.org** to locate Kentucky labor market information.
- Go to **www.bls.gov** directly or to **www.usworkforce.org** for more information on how you can access up-to-date and relevant labor market information.
- Contact the Department for Employment Services, Research and Statistics Branch, at 1-800-542-8840 or (502) 564-7976.
- Contact your local One-Stop Career Center or the local Department for Employment Services offices about labor market information.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or America's Service Locator at **www.servicelocator.org**.

NEWEST WEB TOOLS FOR ACCESSING LABOR MARKET INFORMATION

A powerful Web-based tool to use in your search for qualified applicants and solid labor market information is **O*NET Online (online.onetcenter.org)**. O*NET is a comprehensive resource of information about jobs and occupations. It integrates a database with a common language for describing jobs and skills descriptions to create a tool that is useful to businesses. You and your human resources staff will be able to use this information to:

- Develop concise job descriptions
- Refine recruitment and training goals
- Develop better job descriptions to target more qualified workers
- Define success factors for promotion and advancement

Another easy-to-use tool for accessing labor market information is America's Career InfoNet (**www.acinet.org**). This Web site accesses the ALMIS database and displays a variety of occupational, demographic and labor market information at the local, state, and national levels. America's Career InfoNet also includes an extensive collection of links to other Internet resources through its Career Resource Library. Through the Web site, you also are able to access America's Job Bank and America's Learning eXchange.



Where to Go for Assistance —

- Go to **www.usworkforce.org** for more information on accessing labor market information.
- Access these Web sites and other relevant labor market information at your local One-Stop Career Center.

TRAINING YOUR WORKFORCE

IMPROVING THE SKILLS OF YOUR WORKFORCE

Where is your industry moving? Do your employees or potential employees have the skills needed to help you grow? Many public programs are available to train your current workforce, sometimes with funding provided to either you or your employees directly.

Many large corporations are instituting their own in-house training to assure access to the skills they need to stay competitive. Small businesses and firms face the same business need to have the skills available required for growth. From frontline workers to professional and management staff, the demand for training increases as industries and companies expand.

Incumbent worker training is an emerging service which helps employers train their existing workforce. Currently, Kentucky has the following programs available:

Kentucky Workforce Investment Network System (KY WINS)

Through KY WINS, the Kentucky Community and Technical College System assists employers with developing high-performance organizations and helps workers gain world-class, transferable skills. The goal is to boost Kentucky's economy by improving the earning power of individuals and by building a skilled workforce that will attract high-skill, high-paying jobs.

Services provided through KY WINS include instructional services, employee assessment and testing, curriculum development, consulting, and job profiling. Training programs are designed to meet the needs of business and industry and are not limited to specific training categories. The type of training delivered through KY WINS is market driven and focused on providing employers with a highly trained workforce.

KY WINS projects focus on providing services to business and industry that have an economic impact in Kentucky. KY WINS will support projects for:

- Existing Kentucky companies that are expanding and creating new jobs
- Existing Kentucky companies that are requiring employees to learn new skills in order to retain their jobs
- New companies that are contributing to Kentucky's economic development



Where to go for assistance—

- Contact KCTCS for more information on KY WINS: Angela Fields, 859-246-3146, Fax: 859-246-3153, angela.fields@kctcs.net
- Contact your local One-Stop Career Center about incumbent worker training by calling the AWN Toll-Free Help Line (877-US-2JOBS) or accessing America's Service Locator at www.servicelocator.org.

Adult Education and Literacy

The Kentucky Department for Adult Education and Literacy offers custom designed training programs to eligible employers through the Workplace Essential Skills program. All business and industry located in Kentucky and employing workers who reside in Kentucky are eligible for funding.

The trainees must be individuals who are at least 16 years old, are not enrolled or required to be enrolled in secondary school under state law and who:

- lack sufficient mastery of basic educational skills to enable the individuals to function effectively in

- society; or,
- do not have a secondary school diploma or its recognized equivalent; or,
- have not achieved an equivalent level of education; or,
- are unable to speak, read or write the English language.

These programs are funds granted to the Department of Adult Education and Literacy by the Council on Postsecondary Education.



Where to go for assistance—

- For more information on the Workplace Essential Skills Program, contact Robert Curry at 502-564-5114 or robertl.curry@mail.state.ky.us; or Jim Thompson at 502-564-5114 or jimr.thompson@mail.state.ky.us.
- Contact your local One-Stop Career Center about incumbent worker training by calling the AWN Toll-Free Help Line (877-US-2JOBS) or accessing America's Service Locator at **www.servicelocator.org**.

Workforce Alliance

The Workforce Alliance is a committee whose members are the Council on Postsecondary Education, the Department for Adult Education and Literacy, the Department for Training and ReEmployment, the Cabinet for Workforce Development, the Kentucky Community and Technical College System, the Economic Development Cabinet and Bluegrass State Skills Corporation.

The Workforce Alliance facilitates the workforce education and training services provided by Kentucky's public agencies. The Alliance provides a responsive service that avoids duplication and leverages resources to increase the number of adults and employers served. The Alliance's responsibilities include distance learning in the workplace, skill standards and assessment. Workforce Alliance projects are financed with funds granted to the Department for Adult Education and Literacy by the Council on Postsecondary Education.



Where to go for assistance—

- Contacts: Robert Curry at 502-564-5114 or e-mail robertl.curry@mail.state.ky.us
Ken Carroll at 502-564-2021 or email kcarroll@mail.state.ky.us
Shauna King-Sims at 859-246-3146 or email shauna.king-sims@kctcs.net

GED Incentives (Employee Tuition Discount - Employer Tax Credit)

Employees can earn a tuition discount of \$250 per semester for a maximum of four semesters at a Kentucky public postsecondary institution. Their employers can receive a state income tax credit for a portion of the paid release time given to the employee to study for the GED. The tax credit is calculated at half of the employee's hourly salary for release time, up to a maximum of \$1,250.

Who is eligible? Full-time employees who enter a learning contract with the adult education program and their employer and who earn a GED within one year are eligible for tuition discounts. Employers who provide paid release time are eligible for the tax credit.



Where to go for assistance—

- Contact B. J. Helton, Department for Adult Education and Literacy at 502/564-5114 or e-mail brendaj.helton@mail.state.ky.us

Bluegrass State Skills Corporation

The Bluegrass State Skills Corporation (BSSC)'s basic purpose is to improve and promote employment opportunities for residents of the Commonwealth through training grants that create partnerships with business and industry. Through the grant reimbursement program, 50 percent of an employer's eligible costs are covered for training Kentucky residents in job skills ranging from entry level to advanced, including pre-employment training for prospective employees and retraining, occupational upgrade and skills upgrade of existing employees. The Skills Training Investment Credit Act is an economic development initiative that aids existing companies in their efforts to develop a skilled workforce. This legislation allows existing companies to recover 50 percent of approved costs for occupational and skills upgrade training through an income tax credit. The Board of Directors of the Bluegrass State Skills Corporation (BSSC) is authorized to award the investment credit to an existing business or industry seeking to sponsor an eligible training program for the benefit of one or more of its employees.



Where to Go for Assistance —

- For more information on the Bluegrass State Skills Corporation, contact Ken Carroll, 502-564-2021, Fax: 502-564-4669, kcarroll@mail.state.ky.us; Web Site: **www.thinkkentucky.com/bssc**
- Contact your local One-Stop Career Center or your state's Dislocated Worker Unit about incumbent worker training by calling the AWN Toll-Free Help Line (877-US-2JOBS) or accessing America's Service Locator at **www.servicelocator.org**.

The Center for Rural Development C-TRAIN Grant Program

The C-TRAIN Grant Program encourages businesses to strengthen the technology skills of the workforce in Southern and Eastern Kentucky. Grants range from \$500 to \$25,000 per year, and are available throughout the 40-county region that is served by The Center for Rural Development, which is located in Somerset. C-TRAIN grant funds are authorized by the U.S. Small Business Administration through 2005.

C-TRAIN helps train workers in new technology skills. This allows businesses to raise the skills of their workforce, promote from within, and create new opportunities for employees. With a greater pool of highly qualified workers, C-TRAIN grants can help southeast Kentucky grow and become more competitive in today's economy.

The flexible structure of the C-TRAIN Grant program gives employers a menu of grant options so they can apply for the type that offers the greatest benefit to their employees and business situation.



Where to Go for Assistance —

- For a grant application, and for full details, including eligibility and other requirements, go to www.centertech.com/C-TRAIN on the Internet or
- Request the C-TRAIN information packet by phone at (606) 677-6000.

TRAINING THROUGH APPRENTICESHIPS

Registered apprenticeship is a formalized career-training program that offers a combination of structured on-the-job training and related theoretical instruction. As apprenticeship training standards are industry-driven, businesses play a major role in determining the skills that are essential to build and sustain a quality workforce.

Apprenticeship sponsors include individual employers, associations of employers or labor and management partnerships. Individual applicants for apprenticeship programs must be at least 16 years old and meet the program sponsor's qualifications. Generally, applicants must satisfy the employer sponsor that they have the ability, aptitude and education to master the rudiments of the occupation and complete the related instruction required in the program.





Where to Go for Assistance —

- Contact your local One-Stop Career Center about apprenticeship opportunities for your business.
- Contact the AWN Toll-Free Help Line (877-US-2JOBS) or access America's Service Locator at **www.servicelocator.org**.

ONLINE SOURCES FOR WORKFORCE TRAINING AND EDUCATION

To find resources for building employee productivity and worker skills, America's Learning eXchange (**www.alx.org**) gives you instant, free online access to the definitive database of workforce training and education opportunities. With 250,000 offerings from more than 5,000 providers, the training options on America's Learning eXchange are greatly varied and are sure to meet your needs to upgrade and advance your employees' skills. Through this Internet service, you will find information and tools that will help in making better business decisions about training options including:

- Benchmarking and determining return on investment
- Guides for selecting providers and products
- Checklists to assess the appropriateness of training technologies
- Research about training and workforce development

The Kentucky Manufacturer's Satellite Network (KMSN) is a consortium of Kentucky Manufacturers that receive top-quality, cutting-edge courses delivered via satellite to their plants. Five hundred different noncredit courses are offered annually through KMSN. Material is delivered via satellite on-site—live or on tape—to increase flexibility.

Kentucky also offers online training and education through the Kentucky Virtual University, Kentucky Virtual Adult Education and Kentucky Community and Technical College System (KCTCS).



Where to Go for Assistance —

- For more information on the Kentucky Manufacturer's Satellite Network, contact Sandra Dunn, UK College of Engineering at 800-227-6268 ext. 214 or sdunn@engr.uky.edu.
- Go to **www.kvu.org** to access Kentucky Virtual University.
- Go to **www.kyvae.org** to access Kentucky Virtual Adult Education.
- Go to **www.kctcs.net/distancelearning** to access KCTCS distance learning programs.
- Go to **www.alx.org** directly or to **www.usworkforce.org** for more information on how you can learn about various training programs for your company.
- Contact your local One-Stop Career Center about on-line training opportunities by calling the AWN Toll-Free Help Line (877-US-2JOBS) or accessing America's Service Locator at **www.servicelocator.org**.

RESTRUCTURING YOUR WORKFORCE

MANAGING MAJOR CHANGES IN YOUR WORKFORCE

Even in a robust economy, you may need to engage in layoffs, downsizings and restructuring in order to adjust to changing technology and industry fluctuations. The Cabinet for Workforce Development provides assistance to both employers and workers to manage these changes and lessen the impact on your employees and community.



LAYOFF AVERSION/PRE-FEASIBILITY STUDIES

Once a company announces its intentions to close or substantially downsize operations, the decision is usually final and irreversible. However, there are occasions when the decision can be changed. Over the past 25 years there have been many examples of companies that were scheduled to close, but were kept in operation because of a response by one or more interest groups such as employees, management representatives, government and community groups and labor organizations.

A pre-feasibility study may be conducted by management or outside consultants. The study will assess basic elements of the business including organizational analysis, market analysis, legal analysis, employee skills analysis, operations/manufacturing analysis, financial analysis and conclusions.



Where to go for assistance —

- Contact the Kentucky Manufacturing Assistance Center at 1-800-637-4634 or www.kmac-mep.org
- For more information on customized training, contact Angela Fields, KCTCS, 2624 Administrative Park Drive, P. O. Box 14092, Lexington, KY 40512-4092, 859-246-3146.
- For more information on the Bluegrass State Skills Corporation, contact Ken Carroll, 502-564-2021, Fax: 502-564-4669, kcarroll@mail.state.ky.us. Web site: www.thinkkentucky.com/bssc.
- For more information on Layoff Aversion and Pre-feasibility Studies, contact Linda Pankratz, Department for Training and Reemployment, 209 St. Clair Street, 4th Floor, Frankfort, KY 40601, 502-564-5360, LindaP.Pankratz@mail.state.ky.us

RAPID RESPONSE — FINDING HELP FOR YOU AND YOUR EMPLOYEES

If you are reducing the size of your workforce, changing its skill mix or anticipating a business closure, Rapid Response services can help you meet your business needs while recognizing the needs of your employees and community. Your local Rapid Response team will be sensitive to your concerns such as confidentiality, maintaining productivity and transitioning your employees to new jobs or training.

The Rapid Response team will provide:

- An initial employer meeting to plan transition services for your employees
- Presentations to your employees on available services
- An on-site career center for your employees, when needed
- Skills assessments of your employees both as a group and individually
- Possible options to reduce or avoid the layoff
- Coordination with outplacement services you may have hired
- Access to One-Stop Career Center services your employees need
- Applications for federal funds for your workforce

The Rapid Response team can help you build into new jobs or training the services you need to manage the transition of your employees and ensure stability in the community in a positive and productive manner.



Where to Go for Assistance —

- Call 502-564-5360 and ask for Kentucky’s Rapid Response Team.
- Call 877-US-2JOBS and ask for Kentucky’s Dislocated Worker Unit.
- Access the employer section of the Dislocated Worker Web Site on www.usworkforce.org/layoff for more information.

UNDERSTANDING THE RESPONSIBILITIES OF AN EMPLOYER DURING A LAYOFF

In general, if you are a business that employs at least 100 full-time workers and are planning a layoff of at least 50 workers, you may be required by the Worker Adjustment and Retraining Notification Act (WARN) to provide 60 days written notice to your workers, the state Dislocated Worker Unit and the chief elected official. This notice is the action that often triggers Rapid Response services.



Where to Go for Assistance —

- Call 502-564-5360 and ask for Kentucky’s Rapid Response Team.
- Call 877-US-2JOBS to connect with your state’s Dislocated Worker Unit for state-specific information.
- Check out www.doleta.gov/programs/factsht/warn.htm for detailed information on WARN or go to www.usworkforce.org.

FINANCIAL ASSISTANCE FOR YOUR EMPLOYEES

You can help your employees during a layoff to make the transition to new jobs or training by providing them information on income support assistance available to them.

Unemployment Insurance (UI) @ www.desky.org or www.doleta.gov/layoff/ui.htm. The UI program pays benefits to eligible workers who are unemployed and meet other requirements. Also known as unemployment compensation, UI can help to preserve the economic health of communities by maintaining the purchasing power of these workers.

Trade Readjustment Benefits @ www.desky.org or www.doleta.gov/programs/tra.htm. Employees who have lost their jobs due to foreign competition or because the business moved to Canada or Mexico may be eligible for benefits under the Trade Adjustment Assistance Act and/or the North American Free Trade Agreement-Transitional Adjustment Assistance.

Health Benefit Options @ www.desky.org or www.dol.gov/dol/pwba. Under what is often known as COBRA (the Consolidated Omnibus Budget Reconciliation Act), your employees and their families may be able to purchase extended health coverage up to 18 months after a layoff. Another law, the Health Insurance Portability Accountability Act (HIPAA), provides for laid-off workers who may be eligible to enroll in a spouse’s health plan under a special enrollment period.

Pension Benefits Options @ www.dol.gov/dol/pwba. Employees who have been laid off and were active participants in your company’s pension plan may be eligible to roll over vested pension benefits to an Individual Retirement Account (IRA).

Disaster Unemployment Assistance (DUA) @ www.doleta.gov/programs/disaster.htm. Laid-off employees may be eligible for DUA if they lose their jobs or have a significant interruption of work during a disaster as declared by the President of the United States and are not entitled to unemployment insurance. The employees who are able to use this program must meet certain state criteria.



Where to Go for Assistance —

- Call 502-564-5360 and ask for Kentucky’s Rapid Response Team.
- Call the AWRN Toll-Free Help Line (877-US-2JOBS) for more information and to contact your state’s Dislocated Worker Unit.
- Go to www.usworkforce.org and find “Dislocated Workers” under the GO drop box.

UNDERSTANDING TRADE LAWS

The Kentucky Department for Employment Services administers the services and benefits under TAA and NAFTA/TAA. If you are laying off workers due to import competition or because of a shift in production to Mexico or Canada, individualized assistance is available at no cost to help your employees under the Trade Adjustment Assistance (TAA) and the North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA) programs. You may even file a TAA or NAFTA-TAA petition on behalf of your employees to certify them for benefits beyond those normally available under regular unemployment insurance.

TRADE ADJUSTMENT ASSISTANCE

You can help your employees if they have been laid off or their hours and wages are reduced due to foreign competition. The Trade Adjustment Assistance (TAA) program is a federal program established under the Trade Act of 1974 and provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. It provides affected workers with the opportunity to engage in long-term training while receiving income support.

The TAA program provides a comprehensive, timely array of retraining and reemployment services to all affected workers. Services to eligible workers might include:

- Reemployment services
- Income support
- Job search allowance
- Subsistence allowance
- Relocation allowance
- Transportation allowance
- Training (on-the-job or classroom)



Where to Go for Assistance —

- Call 502-564-7456 for the State TAA Coordinator with the Department for Employment Services.
- Call 502-564-5360 and ask for Kentucky's Rapid Response Team.
- Access the employer section of the Dislocated Worker Web Site on www.usworkforce.org/layoff for more information.
- Contact your local One-Stop Career Center or your state's Dislocated Worker Unit by calling the AWN Toll-Free Help Line (877-US-2JOBS) or find them at America's Service Locator at www.servicelocator.org.

NAFTA-TAA

The North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA) program assists workers who lose their jobs or whose hours of work and wages are reduced as a result of imports from Canada or Mexico. The services provided are similar, if not the same, as services under Trade Adjustment Assistance. The NAFTA-TAA program offers help to employees whose companies have been directly or indirectly impacted as a result of imports from, or a shift in production to, Canada or Mexico.



Where to Go for Assistance —

- Call 502-564-7456 for the State NAFTA-TAA Coordinator, Dept for Employment Services.
- Call 502-564-5360 and ask for Kentucky's Rapid Response Team.
- Access the employer section of the Dislocated Worker Web Site on www.usworkforce.org/layoff for more information.
- Contact your local One-Stop Career Center or your state's Dislocated Worker Unit by calling the AWN Toll-Free Help Line (877-US-2JOBS) or find them at America's Service Locator at www.servicelocator.org.

FINANCING YOUR WORKFORCE

USING EMPLOYER TAX CREDITS

Tax credits are available if you hire many low-income workers such as welfare recipients, high-risk youth, veterans, food stamp recipients, vocational rehabilitation referrals and ex-felons.

WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) program is administered by the Kentucky Department for Employment Services. It is a federal income tax credit that encourages you to hire eight targeted groups of job seekers. The WOTC can reduce your federal tax liability by as much as \$2,400 per new hire. To qualify for the tax credit, the new hire must belong to one of eight WOTC target groups:

- Welfare recipients
- 18– to 24-year-old food stamp recipients
- Veterans receiving food stamps for a 3-month period or belonging to a family who receives food stamps
- Vocational rehabilitation referrals
- 16– to 17-year-old residents of Empowerment Zones or Enterprise Communities hired as “Summer Youth Employees” who work between May 1 and September 15
- 18– to 24-year-old residents of Empowerment Zones or Enterprise Communities
- Ex-felons or work-release inmates from low-income families
- Recipients of Supplemental Security Income benefits

The credit for new hires employed 400 or more hours is 40 percent of qualified wages for the first year of employment; the credit for new hires employed 120 to 400 hours is 25 percent. Qualified wages are capped at \$6,000 for all WOTC target groups except Summer Youth, whose wages are capped at \$3,000.



Where to Go for Assistance —

- Contact Kentucky’s WOTC Coordinator with the Department for Employment Services by calling 502-564-7456.
- Access the www.doleta.gov/employer/wotc.htm directly or www.usworkforce.org for more information on the WOTC.
- Contact your local One-Stop Career Center by calling the AWN Toll-Free Help Line (877-US-2JOBS) or find them at America’s Service Locator at www.servicelocator.org.

WELFARE-TO-WORK TAX CREDIT

The Welfare-to-Work Tax Credit program is administered by the Kentucky Department for Employment Services. It is a federal income tax credit that encourages employers to hire long-term welfare recipients. This tax credit can reduce your federal tax liability by as much as \$8,500 per new hire. The people who qualify under this credit are:

- Those who have received Temporary Assistance for Needy Families (TANF) for a total of 18 months.
- Those who lost their TANF eligibility as it expired under limitation imposed by federal or state law.

The Welfare-to-Work Tax Credit for your new hires employed 400 or more hours or 180 days is 35 percent of qualified wages for the first year of employment and 50% for the second year. Qualified wages are capped at \$10,000 per annum.



Where to Go for Assistance —

- Contact the state W-t-W Tax Credit Coordinator with the Department for Employment Services by calling 502-564-7456.
- Access the www.doleta.gov/employer/wtwweb.htm directly or www.usworkforce.org for more information on the Welfare-to-Work Tax Credit.
- Contact your local One-Stop Career Center by calling the AWN Toll-Free Help Line (877-US-2JOBS) or find them at America's Service Locator at www.servicelocator.org.

TAX CREDITS FOR HIRING PERSONS WITH DISABILITIES

In addition to tax credits for businesses that hire individuals who are referred from vocational rehabilitation agencies, two other business tax incentives are available to you:

Deduction for cost of removing barriers to the disabled and elderly. You can take this deduction if you make your facility or transportation vehicles more accessible to and usable by workers who have disabilities or are elderly.

Disabled Access Credit. This is a tax credit for an eligible small business that pays or incurs expenses to provide access to persons with disabilities. The expenses must be to enable your business to comply with the Americans with Disabilities Act.



Where to Go for Assistance —

- Contact the Department of Vocational Rehabilitation at 800-372-7172 / 502-564-4440 or TTY 888-420-9874 / 502-564-6742.
- Access www.dol.gov/dol/_sec/public/programs/ptfread/main.htm directly or www.usworkforce.org for more information on these tax credits.
- Contact your local One-Stop Career Center by calling the AWN Toll-Free Help Line (877-US-2JOBS) or find them at America's Service Locator at www.servicelocator.org.

ACCESSING OTHER FINANCIAL TOOLS

Other assistance for your business may be available if you are in an industry experiencing workforce fluctuations or you have a small business that is trying to compete and grow. Other businesses located in a rural area or inner city can receive assistance to enable growth in production and jobs.

HELP FOR MANUFACTURERS

If you have a small manufacturing business, you may face limited budgets, lack of in-house expertise and lack of access to the newest technologies. The Kentucky Manufacturing Assistance Center (KMAC) can help your business overcome these barriers. KMAC operates statewide and is a private, not-for-profit corporation that has strategic alliances with the nationwide National Institute of Standards and Technology's Manufacturing Extension Partnership (NIST/MEP) and with the Kentucky's Cabinet for Economic Development.

KMAC assists small and medium-sized manufacturers (under 500 employees per facility) in advancing their technical capabilities, production methods and business practices through a wide assortment of best business practices and state-of-the-art technology. Because KMAC receives partial public funding, services are provided at affordable rates.



Where to Go for Assistance —

- Contact the Kentucky Manufacturing Assistance Center at 1-800-637-4634 or www.kmac-mep.org.

ORGANIZATIONAL DEVELOPMENT AND CUSTOMIZED TRAINING

KCTCS is dedicated to serving Kentucky's employers through the delivery of a myriad of programs and services designed to improve organizations' performance. Through the Office of Workforce and Economic Development, employers have access to training courses customized to support the work environment and unique needs of businesses. Available training includes:

- Job analysis and human resource services
- Strategic management and organizational development
- Continuous improvement
- Information technology
- Manufacturing technology and technical training
- Leadership and management
- Workplace essential skills
- Health and safety

KCTCS has 16 college districts with over 150 staff dedicated to providing services to business and industry. The KCTCS Community and Economic Development Coordinators work with companies to conduct needs analysis and develop customized training programs targeting the specific needs of a company's workforce.



Where to Go for Assistance —

- Contact Angela Fields at KCTCS, 2624 Administration Park Drive, P.O. Box 14092, Lexington, KY 40512-4092 or 606-246-3146.

SMALL BUSINESS GROWTH

If you have a small business, the U.S. Small Business Administration (SBA) can provide financial, technical and management assistance to you. SBA is the nation's largest single financial backer of small businesses.

The SBA can assist you in finding:

- Loans to start, run and maintain your business
- Government contracting opportunities through PRO-Net
- Subcontracting opportunities through SUB-Net
- Venture capital opportunities through ACE-Net
- International trade and export assistance through TradeNet
- Technology-based business information on Tech-Net
- Updated laws and regulations affecting small businesses



Where to Go for Assistance —

- All of these SBA programs can be accessed at **www.sba.gov**, recognized by Forbes magazine in its Best of the Web issue, or call 1-800-UASK-SBA (800-827-5722).
- Contact the Kentucky Small Business Development Center at 859-257-7668.

ASSISTANCE FOR EMPLOYERS IN RURAL AND INNER-CITY AREAS

If you have a business located in one of America's inner cities or distressed rural communities, you may be eligible for federal tax incentives or grants through the Empowerment Zone/Enterprise Community (EZ/EC).

EZ/EC targets \$2.5 billion in federal tax incentives and \$1.3 billion in flexible grant assistance to distressed urban and rural areas. Rather than imposing restrictive federal mandates on America's communities, this ef-

fort recognizes that local residents know best how to solve their neighborhood's problems. And it rewards communities that bring together many local partners — residents, business people, state and local government, nonprofit institutions — to make these solutions a reality.

EZ/EC designations help 105 communities in 42 states to empower their residents and implement their visions for a better future.



Where to Go for Assistance —

- Contact the Cabinet for Economic Development at 502-564-7670, **www.thinkkentucky.com** or **econdev@mail.state.ky.us**.
- Go to **www.ezec.gov** or call (202) 619-7980 to locate the EZ/EC closest to you.

ACCESSING WORKFORCE RESOURCES

THE AWN TOLL-FREE HELP LINE (877-US-2JOBS or 877-TTY-JOBS)

As a part of the One-Stop concept, America's Workforce Network's (AWN) Toll-Free Help Line has been launched to assist employers and workers in finding the necessary resources for their workforce needs in their state and local areas. You can call this number and receive general information about all major programs and services under America's Workforce Network including:

- Youth Employment
- Welfare-to-Work
- Apprenticeship Training
- Employment of Persons with Disabilities
- Rapid Response Services
- Training Programs
- Unemployment Insurance
- Restructuring/Layoff Services

You will also be able to access your state and local contacts to find out more about these services in your area. Also, **www.servicelocator.org** has all of these contacts for you in an easily searchable database. The AWN Toll-Free Help Line started service in July 1999, helping you and other employers find information about the dislocated worker programs and services and other workforce development programs across the country. States and other agencies supply information that is stored in an automated database and used by customer service representatives at a state-of-the art national call center to provide answers to questions and to connect customers to the appropriate resource at the state or local level for accessing services.

Fast, accurate, and world-class service. Information is available in multiple languages and TTY. (For TTY, call 1-877-889-5627)

YOUR ONE-STOP WORKFORCE WEB SITE

USWORKFORCE.ORG is your one-stop Web site for information on relevant workforce issues, programs and connections. It represents an unprecedented collaboration between public and private sector groups and individuals to provide access to workforce information and resources and to apply that information toward innovative and effective partnerships and programs.

The **usworkforce.org** site provides information on:

- Recruiting Qualified Employees
- Connections to Pools of Untapped Workers
- Incentives to Employers
- Help to Employers During Downsizings or Layoffs
- Labor Market Information
- Workforce Development Opportunities
- Contacts to Professional Societies
- Unemployment Compensation
- Policies and Regulations that Affect Your Business

Just go to the navigation bar at the top and hit "Employers."

AMERICA’S CAREER KIT (www.eworkforce.org/careerkit/)

With more than seven million user sessions a month, employers looking to stay competitive in the digital age are discovering America’s Career Kit. You are just a few clicks away from all the resources you need to support recruiting efforts and stay competitive.

America’s Career Kit is made up of:

America’s Job Bank (www.ajb.org)

America’s Job Bank gives you access to over 700,000 resumes online. You can type in your criteria including job title, skills required and geographic location of a job candidate. You can save your searches through the AJB Job Scout feature and reports will be sent to you when candidates matching your criteria enter their resumes. AJB is also the Web site for posting your job listings. You can find qualified applicants to fill critical job vacancies or new positions quickly.

America’s Career InfoNet (www.acinet.org)

America’s Career InfoNet (ACINet) is an electronic storehouse of comprehensive state and local labor market data not available anywhere else. You can review prevailing salaries and living costs in other markets to see if the salaries and benefits you are offering are competitive. Find information on general trends in the job market — what industries are the fastest growing, what occupations are declining in employment opportunities, what occupations are the highest paying. ACINet also provides information on what skills are necessary to perform specific jobs, and what specific tasks are involved in the job.

America’s Learning eXchange (www.alx.org)

America’s Learning eXchange (ALX) is a virtual yellow pages of training and education resources to ensure a well-trained and productive workforce. Courses range from traditional classroom settings to distance learning to meet the needs of your employees. ALX offers courses, seminars and degree and non-degree programs.

America’s Service Locator (www.servicelocator.org)

America’s Service Locator (ASL) gives employers a map and driving directions to the public service offices with information on career planning, recruiting employees, locating training, helping employees deal with job loss, finding child care facilities and more. By typing in your address and specifying what information you are looking for, employers are given contact information, a map and driving directions to the location nearest to them.

KENTUCKY’S ONLINE RESOURCES

Cabinet for Workforce Development (www.kycwd.org)

Cabinet for Economic Development (www.thinkkentucky.com)

Kentucky Cares (resourcedirectory.state.ky.us)

Kentucky Electronic Government (www.kydirect.net)

Kentucky Community and Technical College System (www.kctcs.net)

Council on Postsecondary Education (www.cpe.state.ky.us)

YOUR WORKFORCE GLOSSARY

Adult Worker

An adult worker is age 18 and over and is eligible for employment and training services. Priority or certain services are given to recipients of public assistance and other low-income individuals.

America's Career Kit

America's Career Kit is an integrated suite of Web sites that include America's Job Bank, America's Career InfoNet, America's Learning eXchange and America's Service Locator.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability. Employers with 15 or more employees and state and local government employment practices are covered. State and local governments are also prohibited from discriminating against individuals with disabilities when providing programs, activities or services. In addition, the ADA prohibits discrimination on the basis of disability in places of privately operated public accommodation, including all hotels, restaurants, retail stores, places of recreation and in transportation services.

Apprenticeship Training

Apprenticeship is a combination of on-the-job training and related classroom instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs are sponsored by individual employers, employer associations and joint labor and management partnerships.

Consolidated Omnibus Budget Reconciliation Act (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) gives workers who lose their health benefits the right to choose to continue group health benefits provided by the plan of a previous employer under certain circumstances.

Dislocated Worker

A dislocated worker is an adult who has been permanently laid off or has received a notice of termination or layoff from employment due to no fault of his/her own.

Dislocated Worker Unit

The state agency responsible for ensuring effective Rapid Response services for workers, employers and communities affected by plant closings and mass layoffs and for connecting those groups to other available services. In Kentucky, this agency is the Department for Training and ReEmployment.

Disaster Unemployment Assistance (DUA)

The Disaster Unemployment Assistance (DUA) program provides for the payment of unemployment assistance to individuals not otherwise eligible for unemployment compensation, whose unemployment is the direct result of a major disaster as declared by the President of the United States.

Federal Bonding Program

The Federal Bonding Program offers services to employers free-of-charge and serves as an incentive to the company to hire a job applicant who is an ex-offender or has some other "risk" factor in their personal background.

Health Insurance Portability and Accountability Act (HIPAA)

The Health Insurance Portability and Accountability Act (HIPAA) offers new protections for millions of American workers that improves portability and continuity of health insurance coverage.

Job Corps

Job Corps is the nation's largest and most comprehensive residential education and job training program for at-risk youth, ages 16 through 24. Since 1964, the program has provided more than 1.7 million disadvantaged young people with the integrated academic, vocational, and social skills training they need to gain independence and get quality, long-term jobs or further their education.

Labor Market Information (LMI)

Labor market information provides statistics on occupational trends, unemployment rates and other economic statistics.

Manufacturing Extension Project (MEP)

MEP, accessed through www.mep.nist.gov, is a nationwide network of not-for-profit centers in over 400 locations nationwide, whose sole purpose is to provide small and medium-sized manufacturers with the help they need to succeed.

North American Free Trade Agreement Act-Transitional Adjustment Assistance (NAFTA-TAA)

The NAFTA-TAA program assists workers who lose their jobs or whose hours of work and wages are reduced as a result of imports from or a shift in production to Canada or Mexico.

Older Workers

Older workers are people that are 55 years old or over. Those who have a low income may receive services such as government subsidized jobs and assistance in finding job opportunities in the private sector.

One-Stop Career Center

A One-Stop Career Center provides employers and workers with access and resources to obtain employment and training services at a single neighborhood location.

Pension Benefits

Workers who were active participants in an employer's pension plan may be eligible to roll over vested pension benefits to an Individual Retirement Account (IRA) or to a new employer's retirement plan.

Rapid Response

Rapid Response is the program that provides early intervention services designed to respond to layoffs of more than 50 employees before the layoff actually occurs. Rapid Response helps to transition workers into new jobs or training opportunities.

School-to-Work

The School-to-Work (STW) initiative establishes the infrastructure for a system that facilitates youth in building skill competencies, learning in a work-based environment and entering into employment that has continuing learning and career potential. STW is based on existing models and efforts such as career academies, youth apprenticeship, Tech Prep and cooperative education.

Trade Adjustment Assistance (TAA)

The TAA program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. Workers may be eligible for training, job search and relocation allowances, income support and other reemployment services.

Trade Readjustment Allowance

Trade Readjustment Allowance is an income support benefit available to those workers who were laid off or had hours reduced because their employer was adversely affected by increased imports from other countries.

Unemployment Insurance (UI) (a.k.a. Unemployment Compensation)

Unemployment Insurance is a federal-state program that pays benefits to eligible workers who are unemployed and who meet other state requirements.

U.S. Department of Labor (DOL)

The U.S. Department of Labor is charged with preparing the American workforce for new and better jobs and ensuring the adequacy of America's workplaces. It is responsible for a wide variety of workplace activities for nearly 10 million employers and well over 100 million workers.

U.S. Small Business Administration (SBA)

The U.S. Small Business Administration provides financial, technical and management assistance to help Americans start, run and grow their businesses.

Veteran

Veterans have solid training through their military experience. Veterans are often directed to services that transition and enhance the skills they acquired in the military.

Wagner-Peyser Act

The Wagner-Peyser Act of 1933 provides for the establishment of a national employment service system and for federal-state cooperation in the promotion of such system.

Welfare-to-Work Tax Credit

Employers, by hiring eligible welfare recipients, can earn a Welfare-to-Work (WtW) Tax Credit for up to \$3,500 for their first year of employment, and \$5,000 for their second year of employment. The Ticket to Work and Work Incentives Improvement Act of 1999 (P.L. 106-170) was signed into law on December 17, 1999, and re-authorizes the Work Opportunity and WtW tax credits for a 30-month period through December 31, 2001, retroactive to the credits' expiration date of June 30, 1999. The re-authorization applies to individuals who began work for the employer applying for the credit on or after July 1, 1999, and before January 1, 2002.

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit provides federal income tax credits for new hires from among eight target groups. An employer's federal income tax liability can be reduced by as much as \$2,400 per eligible hire.

Worker Adjustment and Retraining Notification Act (WARN)

WARN offers protection to workers, their families and communities by requiring employers to provide written notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (e.g., a labor union), to the Dislocated Worker Unit and to the appropriate unit of local government.

Workforce Investment Act (WIA)

The Workforce Investment Act of 1998 provides the framework for a new national workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers.

Workforce Investment Board (WIB)

In partnership with state and local elected officials, WIBs plan and oversee the state and local workforce investment system. At least 50 percent of the members on each board must be representatives of private industry and business.

Youth

Youth who qualify for services are those who range from age 14 to 21, possibly in low-income families and face a variety of challenges in becoming self-sufficient and stable in their careers.



The Cabinet for Workforce Development, which promulgates policy and manages agencies within the cabinet, does not discriminate on the basis of race, color, national origin, sex, disability, age, religion or marital status in training, activities or employment practices in accordance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and the Americans with Disabilities Act of 1990.

The format of this document is based on a publication of the US Department of Labor, Employment and Training Administration, *America's Workforce Network's Workforce Toolkit*.